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Labor categories contain qualifications as they relate to the number of years experience. These number of years experience are to show the relative importance of each category. Contractors may propose exceptional expertise or unique experience in lieu of the exact number of years experience or formal education. Individuals in any labor category may be assigned the responsibility to serve as a team leader.

PROGRAM MANAGER (PM)

Responsibilities: Provides broad program oversight over a large, multi-functional service contract. Exercises independent judgment as well as high level and analytical skills in solving complex and unusual managerial, technical and administrative problems. Ultimately responsible for staffing, program planning, execution, performance, quality control and deliverables.

- Interfaces directly with program personnel to ensure full program results and compliance. Ensures maximum effectiveness in use of resources. Leads and oversees all activities related to staffing such as: recruitment, orientation, training, staff production, counseling, remediation, evaluations and performance appraisals, and voluntary or involuntary separation. Provides direction to contract management and administrative and other support staff (e.g. business analyst, technical writer, graphic artist or designer, administrative assistant).
- Coordinates and leads all contract level programs and projects. Provides innovative management solutions to client. Provides management and technical direction of program and provides internal planning, guidance and management structure for tracking accomplishment of work assigned. Organizes, directs and coordinates with contract managers' on planning and production for all contract support activity across all tasks. Oversees integration and coordination of new projects and provides plans to address workload spikes.
- Ensures services and deliverables are completed, reviewed, accurate, and submitted on time (narrative and statistical reports, invoices, procedural manuals, customized reports etc).
- Works with client on the evolution of performance standards for a wide variety of activities including information or technical research, library services, instructional design and records management.
- Provides support for marketing and outreach activities and for informal and formal events with client and staff. May be required to identify and provide appropriate consultants per the requirement in the contract.
- Responsible for ensuring communication is maintained with the Government on all aspects of the contract. Meets routinely with the Government and contract staff. Preparation for, attendance at, and follow-up for these meetings may adsorb as much as 50% of the average week. Confirms to client that new projects or initiatives falls with-in LOE (level of effort). Communicates client expectations to contract staff

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Education/Qualifications:

- 4 year degree and master's degree or other certification required.
- 12 years of contract experience managing progressively more complex, large, and costly contracts.
- Minimum of 5 years in a government contracting environment.
- Minimum of 5 years managing an information services contract.
- Must have excellent written and oral communication skills.
- Experienced information provider with expertise in one or more of the following information categories:
 - Information reference services
 - Information research services
 - Provision of other information center or library information related services
 - Specialized information services such as handling large training operations focused on information resource training.

DEPUTY PROGRAM MANAGER (DPM)

Responsibilities: Provides direction and oversight of a multi-functional service contract. Exercises independent judgment and analytical skills in solving complex and unusual managerial and technical problems. Provides management and technical direction of program and provides internal planning, guidance and management structure for tracking accomplishment of work assigned. Assists Program Manager with contract level projects.

- Provides direction and oversight to working supervisors, team leaders or staff in other types of leadership positions. Organizes, directs and coordinates planning and production.
- Oversees tasks, projects or task orders that vary in size and complexity, with staff ranging from only a few to 30 or more employees. Ensures maximum effectiveness in use of resources. Provides innovative management solutions to client. Leads or assists with all activities related to staffing such as: recruitment, orientation, training, staff production, counseling, remediation, evaluations and performance appraisals, and voluntary or involuntary separation.
- Assists PM in providing innovative management solutions to client. Contributes to new initiatives or projects, for example, contributes to formal training initiatives for new examiners. Assists PM with development of plans to address workload spikes.
- Provides input for reports and for other deliverables.
- Works with client on the evolution of performance standards for a wide variety of activities including information or technical research, library services, instructional design and records management.
- Provides support for marketing and outreach activities and for informal and formal events with client and staff.

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- Meets routinely with the Government and contract staff. Preparation for, attendance at, and follow-up for these meetings may adsorb as much as 50% of the average week. Assists the PM with confirming that new projects or initiatives fall with-in LOE (level of effort). Communicates client expectations to contract staff.

Education/Qualifications:

- 4 year degree and Masters in Library Science.
- Minimum of 7 years in a government contracting environment.
- 3 years of management or leadership experience.
- Experienced information provider with expertise using large commercial database systems (Dialog or CAS STN) and experience in providing prior art for patents or has other technical database searching experience.

PROJECT MANAGER (ITRP)

Responsibilities: Serves as the project manager for large or complex project or groups of tasks. The project manager ensures the timely and successful performance of the tasks. The project manager usually reports to a program manager but may report directly to the client's representative. Under guidance from the Program Manager, responsible for the overall management of specific tasks/projects. Ensures technical solutions and schedules are implemented in a timely manner. Provides management and technical direction of project and provides internal planning, guidance and management structure for tracking accomplishment of work assigned.

- Manages the USPTO automation tool training program (ITRP program), Ensures instructional support is maintained for all critical USPTO training programs.
- Assigns resources where needed while taking into consideration contractual and budgetary constraints.
- Evaluates requests for instructional services to determine impact and risk to current services and provide recommendations based on criticality and available resources. Assists with issue resolution and negotiation of services when conflicting training requirements are identified.
- Ensures maximum effectiveness in use of resources. Submits to the PM and client reviews of training staff level required to meet current and pending training requirements.
- Ensures instructors are trained and certified on automation tools used at the USPTO.
- Manages ad hoc training projects as required by the government.
- Leads or assists with all activities related to staffing such as: recruitment, orientation, training, staff production, counseling, remediation, evaluations and performance appraisals, and voluntary or involuntary separation.

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- Contributes to formal initiatives. Assists PM and DPM with development and implementation of plans to address workload spikes.
- Communicates client expectations on performance standards to contract staff. Provides motivation/instruction for staff to achieve performance standards.
- Assists the PM and the DPM with new initiatives or projects and with the development of innovative management solutions for the client.
- Meets routinely with the Government and contract staff. Preparation for, attendance at, and follow-up for these meetings may adsorb as much as 50% of the average week. Assists the PM with confirming to client that new projects or initiatives fall with-in negotiated level of effort.
- Compiles and QC's all statistical reports. Develops and updates procedural manuals. Provides input for reports and for other deliverables.
- Provides input to the PM and the DPM concerning performance standards.
- Provides input, planning support and implementation support for marketing and outreach activities and for informal and formal events with client and staff.

Education/Qualifications: 4 year degree; masters degree such as instructional design or other relevant master's degree, or other certification required. 5 years of experience managing progressively more complex training programs.

ASSISTANT MANAGERS

Responsibilities: Assists with management of one or more projects, tasks or task orders. Provides direction, training and oversight to assigned work groups.

- Assists with all activities related to staffing such as: recruitment, orientation, training, staff production, counseling, remediation, evaluations and performance appraisals, and voluntary or involuntary separation.
- Ensures maximum effectiveness in use of resources.
- Contributes to formal initiatives such as search or training initiatives. Assists PM and DPM with development and implementation of plans to address workload spikes.
- Communicates client expectations on performance standards to contract staff. Provides motivation/instruction for staff to achieve performance standards.
- Assists the PM and the DPM with new initiatives or projects and with the development of innovative management solutions for the client.
- Meets routinely with the Government and contract staff. Preparation for, attendance at, and follow-up for these meetings may adsorb as much as 50% of the average week. Assists the PM with confirming to client that new projects or initiatives fall with-in negotiated level of effort.
- Compiles and QC's all statistical reports. Develops and updates procedural manuals. Provides input for reports and for other deliverables.
- Provides input to the PM and the DPM concerning performance standards.

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- Provides input, planning support and implementation support for marketing and outreach activities and for informal and formal events with client and staff.
- Assistant Manager for the USPTO's large training (ITRP) program assists the ITRP Project Manager with ensuring that training support is maintained for critical USPTO programs. Maintains overall readiness of ITRP program members to ensure quality instruction. Manages the training program for ITRPs, including training for new hires and training for all instructors on new software and systems. Develops and enforces the certification process for ITRPS. Manages a Knowledge management program to ensure old and new knowledge generated by the ITRP program is captured in a meaningful way and is retrievable as a means to transfer knowledge between ITRP program members and for new recruits.
- Meets routinely with the Government and contract staff. Preparation for, attendance at, and follow-up for these meetings may adsorb as much as 50% of the average week. Assists the PM and DPM with confirming that new projects or initiatives fall with-in LOE (level of effort). Communicates client expectations to contract staff.

Education/Qualifications

- **Assistant Manager (Searchers)** – 4 year degree; Master's degree in Library Science. Has management, supervisory or relevant leadership experience. Knowledge of patent searching. 3 years of search expertise handling complex search requests. Deep knowledge of searching techniques and resources provided by large commercial database vendors such as Dialog and/or STN.
- **Assistant Manager (SSE):** Relevant undergraduate degree such as engineering or instructional design. 4 year degree: master's degree with Master's in Library Science or related technology preferred. Must have training or teaching experience with adults or professionals, and management experience working with professionals. 3 years of search expertise with deep knowledge of searching techniques and resources, especially in a technology or engineering setting. Knowledge of patent searching and familiarity with USPTO EAST and WEST search tools.
- **Assistant Manager (ITRP):** 4 year degree; masters degree such as instructional design or other relevant master's degree, or other certification required. Strong experience in adult learning and training required.

ADMINISTRATIVE ASSISTANT

Responsibilities: Performs a wide range of office/program management support activities. Assists in quantitative and qualitative data collection and analysis. Ensures all contract staff meet contract wide requirements such as completing required training. Produces regular and customized reports. Provides logistical support for marketing functions, receptions and other functions. Handles scheduling

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of training, presentations and meetings. Monitors and adjusts contract managers' schedules. Supports contract managers by handling all processing and document generation for interviewees, new hires, and for separating employees. Processes acquisition requests for the PM and acts as central contact point for contract staff on office related needs (e.g. supplies, furniture, phones, and equipment.)

Education/Qualifications: High school diploma or equivalent. 1 year of relevant experience. Experienced with word processing and spreadsheet software. Good organizational and office management skills, good oral and written communication skills, good Internet skills.

SENIOR BUSINESS ANALYST

Responsibilities: Preparation and analysis of large quantities of production and performance data. Performs trend and demand analysis, and makes recommendations for operational and performance improvements. Develops and maintains numerous statistical tracking databases/spreadsheets to provide on-call reports to client and contract staff. Provides statistical interpretation to identify trends and performance measurement issues. Provides support for marketing and outreach activities.

Education/Qualifications: 4 year degree (with an MBA in financial management preferred). 5 or more years experience, working knowledge of performance-based management measurement techniques. Ability to crunch large amounts of data with accuracy and speed. Ability to analyze information and prepare textual and statistical reports using spreadsheet software (Microsoft Excel). Experience with Microsoft office software (PowerPoint, Word). Ability to navigate in a variety of database structures.

DATABASE ADMINISTRATOR

Responsibilities: Performs day-to-day database maintenance, including data archival, data recovery, anomaly detection and data entry. Develops systems and process to monitor data integrity issues. Troubleshoots and resolves operational problems. Tests new applications and procedures. Corrects data as required and provides feedback to appropriate personnel. Accumulates and stores data from diverse sources. Analyzes information, runs queries to ensure accuracy and to generate regular and customized reports. Creates reports as may be required of system data problems. Proactively reviews and improves overall system data processes to ensure high integrity of information.

Education/Qualifications: 4 year degree in a related field; 3 years related experience. Requires a basic knowledge of one or more management information system concepts, or information science concepts, such as general computing, database

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structure and programming languages, Microsoft Access and Visual Basic for Applications, Microsoft SQL and Oracle or UNIX-based systems (such as CUADRA STAR).

GRAPHICS ARTIST

Responsibilities: Designs marketing materials, posters, logos, displays, presentations, charts, brochures, publications, web graphics and other marketing materials. Reviews existing materials and makes recommendations to update or improve these materials. Explores new and innovative ways to design and format marketing materials.

Education/Qualifications: 4 year degree in graphic design or relevant field. 3 years experience in publication design, desktop publishing, or graphics designs. Experienced in using standard office software (Microsoft Word) and with graphic related software such as Adobe Creative Suite for Windows, Macromedia Flash and Macromedia Dreamweaver.

INSTRUCTIONAL DESIGNER

Responsibilities: Develops and conducts user training courses with a primary focus on automation tools. Uses a formal structured approach to design and develop training materials in various formats, such as for classroom training, computer based training, e-learning and web-based courses, demonstrations, and presentations. Ensures that course materials are kept current as new software revisions are released. Evaluates curriculum requirements, makes recommendations on course improvements, and evaluates customer training needs to ensure operational requirements are met. Develops new training materials as needed including electronic materials such as assisting with the generation of computer based training courses, e-learning and web based courses. Ensures quality control of training materials. Assists Sr. Instructional Designers with participation with design teams or on special projects to identify and clarify upcoming training needs. May participate in testing systems from the user's standpoint. May participate in provision of training.

Education/Qualifications: 4 year degree; Masters in Instructional Design or other relevant degree or certification. 3 years of relevant experience. Strong experience in adult learning and training required.

SENIOR INSTRUCTIONAL DESIGNER

Responsibilities: Develops and conducts user training courses with a primary focus on automation tools. Designs and develops training approach, teaching outlines, assessments, delivery methods, and evaluation methodology. Uses a formal

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structured approach to design and develop training materials in various formats, such as for classroom training, computer based training, e-learning and web-based courses, demonstrations, and presentations. Ensures that course materials are kept current as new software revisions are released. Ensures that training operations are in accordance with the latest instruction design industry best practices. Coordinates the development of new training materials as needed. Develops new training materials as needed including electronic materials such as assisting with the generation of computer based training courses, e-learning and web based courses. Ensures quality control of all final versions of all training materials generated by the training team. Participates with design teams or special projects to identify and clarify upcoming training needs. May participate in testing systems from the user's standpoint. Evaluates curriculum requirements, makes recommendations on course improvements, and evaluates customer training needs to ensure operational requirements are met. Exercises independent judgment and creativity in the performance of tasks that may be broad in scope. May lead teams of instructional designers and trainers. May participate in provision of training.

Education/Qualifications: 4 year degree; Masters in Instructional Design or other relevant degree or certification. 6 years of relevant experience. Has demonstrated leadership skills. Strong experience in adult learning and training required.

INSTRUCTIONAL SUPPORT SPECIALIST

Responsibilities: Handles logistics of providing training materials in support of large training programs with numerous and varying courses. Checks training schedule database to determine which upcoming courses require hard copy training materials. Verifies training materials have been developed. Selects course materials appropriate for the course, including determining which level or version of materials are required. Checks with and coordinates with instructors on the need for production of unique, special or additional training materials. Determines quantity of materials required for each course. Ensures sufficient supplies and materials are available to complete production jobs on time. Plans and schedules multiple production jobs based on course schedules, quantity of materials required per course, and complexity in assembly of materials. Implements production jobs and completes assembly of materials. Stores materials and ensures correct quantity of materials are either delivered to the training site or staged in areas easily accessible to instructors. Ensures that provision of training materials for instructors is a seamless operation.

Education/Qualifications: 2 year associate degree and 2 years of experience in logistics and planning for projects of similar scope. Education requirement may be waived by extensive demonstration of practical experience in planning, managing and implementation of these types of projects. Requires a high degree of organizational and planning skills.

LABOR CATEGORIES**INSTRUCTOR/TRAINER I**

Responsibilities: Conducts user training courses with a primary focus on automation tool training and assistance. Can provide training on major automation tools provided at the USPTO. Training may be via formal or informal settings including classroom training, presentations, demonstrations, one-on-one assistance and providing hotline assistance. Assists with modifications or customization of existing training materials. For formal training sessions, ensures all training materials are available, ensures all equipment is functional prior to start of session. May be asked to test new products from the user's viewpoint and provide input to help clarify training requirements.

Education/Qualifications: 4 year degree, 2 years of experience in providing training, preferably in an adult learning setting.

INSTRUCTOR/TRAINER II

Responsibilities: Conducts user training courses with a primary focus on automation tool training and assistance. Can provide training on major automation tools provided at the USPTO and provide training and assistance on most of the ancillary tools. Training may be via formal or informal settings including classroom training, presentations, demonstrations, one-on-one assistance and providing hotline assistance. Assists with modifications or customization of existing training materials. May assist with development of new training materials. For formal training sessions, ensures all training materials are available, ensures all equipment is functional prior to start of session. Able to troubleshoot some training equipment problems. May be asked to test revised or new products from the user's viewpoint and provide input to help clarify training requirements and the development or refinement of training materials.

Education/Qualifications: 4 year degree, 4 years of experience providing adult learning training.

INSTRUCTOR/TRAINER III

Responsibilities: Conducts user training courses with a primary focus on automation tool training and assistance. These instructors are experts on major and ancillary USPTO automation tools and act as a resource for other trainers. Training may be via formal or informal settings including classroom training, presentations, demonstrations, one-on-one assistance and providing hotline assistance. For formal

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training sessions, ensures all training materials are available, ensures all equipment is functional prior to start of session. Able to troubleshoot many training equipment problems. Assists with modifications or customization of existing training materials. Assists with the development of new training materials in all formats. May be asked to test revised or new products from the user's viewpoint and provide input to help clarify training requirements and the development or refinement of training materials. May lead teams of trainers.

Education/Qualifications: 4 year degree, 6 years of experience providing adult learning training. Has demonstrated leadership skills.

LIBRARIAN (Entry Level)

Responsibilities: The spectrum of duties for individual tasks may encompass one or more of the following areas: reference assistance, online searching, interlibrary loan, cataloging, acquisitions, research, and provision of information center web page content. Assists with updating and maintaining collections (both physical and electronic collections). Assists with marketing and user training efforts. Works under supervision and appries supervisor or team leader about progress and unusual complications.

Education/Qualifications: Masters in Library Science.

- Reference Librarians and Interlibrary Loan Librarians should have knowledge of major on-line commercial vendors (Dialog, STN, Questel, Lexis/Nexis) and ability to search the Internet.
- Interlibrary Loan Librarians should have knowledge of OCLC (used for location holdings information at source libraries).
- Catalogers should have knowledge of online cataloging systems, current MARC/Conser standards and LC classification system.

LIBRARIAN

Responsibilities: The spectrum of duties for individual tasks may encompass interlibrary loan, cataloging, acquisitions, reference assistance, research, and provision of information center web page content. Assists with planning, organizing, and coordinating work activities involved in obtaining and making library and information center resources available to customers. Assists in user training efforts and in the development of documentation for new staff and USPTO employees. Assists with marketing efforts for promoting the information center and its available resources. Provides information and updates for content of information center web pages. Makes recommendations for collection development decisions. Assists with updating and maintaining collections (both physical and electronic collections).

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Follows guidelines for the security of library collections and equipment. Performs general research and citation verification using on-line search techniques, automated tools, and other resources as necessary. Analyzes search requests, interviews requesters when needed, and develops search strategies, reviews and provides search results. Processes and fills requests for full text literature from internal and external resources (interlibrary loan function). Assists with compilation of library statistics. Works independently under overall project objectives and requirements. Apprises supervisor about progress and unusual complications

Education Qualifications: Masters in Library Science; 3 years library/information center experience. Education requirement may be waived by extensive demonstration of practical experience in the field. Experienced with finding and searching scientific and technical information resources. Experienced in Microsoft office tools (Word, Excel, PowerPoint).

- Reference Librarians and Interlibrary Loan Librarians should have expertise in searching one or more major on-line commercial vendors (Dialog, STN, Questel, Lexis/Nexis) and expertise in searching the Internet.
- Interlibrary Loan Librarians should have experience in searching OCLC for location holdings information at source libraries.
- Catalogers should have expertise in online cataloging systems, (e.g. Horizon, the current online catalog at PTO), current MARC/Conser standards and LC classification system.

SENIOR LIBRARIAN

Responsibilities: The spectrum of duties for individual tasks may encompass interlibrary loan, cataloging, acquisitions, reference assistance, research, and provision of information center web page content. May act as a supervisor or team leader. Provides training for librarians and library support staff. Plans, organizes, and coordinates work activities involved in obtaining and making library and information center resources available to customers. Provides orientations and assists in training efforts and in the development of documentation for new staff and PTO employees. Takes the lead in creation of marketing strategies for promoting the information center and use of available resources. Makes recommendations to the government for collection development decisions. Ensures collections are updated and maintained (both physical and electronic collections). Works with the government on guidelines for the security and access to library collections and equipment. Performs general research using on-line search techniques, automated tools, and other resources as necessary. Analyzes search requests, interviews requesters when needed, and develops search strategies, reviews and provides search results. Processes and fills requests for full text literature from internal and external resources (interlibrary loan function). Compiles library statistics and analyzes data for the operation of the

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library or information center as required for USPTO wide reporting. Works independently under overall project objectives and requirements.

Education Qualifications: Masters in Library Science; 5 years library/information center experience. Education requirement may be waived by extensive demonstration of practical experience in the field. Experienced with finding and searching scientific and technical information resources. Experienced in Microsoft office tools (Word, Excel, PowerPoint).

- Reference librarians and Interlibrary Loan Librarians should have expertise in searching one or more major on-line commercial vendors (Dialog, STN, Questel, Lexis/Nexis) and expertise in searching the Internet.
- Interlibrary Loan Librarians must have expertise in searching OCLC for location holdings information at source libraries.
- Catalogers must have expertise in online cataloging systems, (e.g. Horizon, the current online catalog at PTO), current MARC/Conser standards and LC classification system.

WEB LIBRARIAN

Responsibilities: Provides day-to-day design, creation, maintenance and updating of web pages and content and links to non-patent literature for library and information facilities. Maintains searchable lists of electronic non-patent literature and ensures access from the PTO's Intranet and online catalog (Horizon) including cataloging and downloading and editing bibliographic records. Works with client staff to coordinate and facilitate project scope and requests.

Education/Qualifications: Master's in Library Science, 4 years experience leading and/or providing support in upgrading, maintaining, and creating content used in latest web technologies. Experienced with Cold Fusion and Dreamweaver, Macromedia Flash, Adobe Acrobat, knowledge of HTML, JavaScript and applications such as SQL and Access.

LIBRARY TECHNICIAN

Responsibilities: The spectrum of duties for individual tasks may encompass one or more of following types of duties.

- Answer simple or routine inquiries and refers customers requiring professional assistance.
- Verify bibliographic information on customer requests. Perform library and information center inventory maintenance, serial check-in, binding of journals, added copy entries in an online catalog environment.

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- Assist with collection maintenance, performs shelving of materials, materials processing and simple data entry.
- Assists with interlibrary loans including document retrieval (from internal resources and from some Internet resources), copying, scanning, saving documents as electronic files, transferring electronic files from one location to another, and document delivery. In order to perform bibliographic verification and interlibrary loan duties, has basic knowledge of simple searching (author and title searches).
- May act as a runner throughout the USPTO complex and must be willing to handle large and bulky deliveries.
- Performs searches of the information center's online catalog
- Checking requests - check translation requests, verify their accuracy and perform a word count/page counts of the document in order to provide a cost estimation, pull foreign patent, screen requests per defined criteria and maintain stats.

Education/Qualifications: A High school diploma or equivalent. 3 years experience in libraries or information centers. Has basic knowledge of and some experience with word processing, electronic mail, spreadsheets, and other office automation products.

PROGRAM ANALYST I

Responsibilities: Under limited responsibility based on difficulty of task(s). Performs a variety of technical and support services including data review and project coordination. Applies analysis and evaluation techniques to manual and automated processes within a defined area of capability. Assists with the development of recommendations for improvements and with the generation of documentation supporting recommendations. Accumulates and stores data from diverse sources and generates reports. Assists with analyzing functional user needs and identifying omissions and errors in requirements.

Education/Qualifications: 4 year degree in a related field. 2 years experience in program analysis and evaluation. Expertise in Microsoft applications such as Access, Excel, PowerPoint and Word.

PROGRAM ANALYST II

Responsibilities: Under intermediate responsibility based on difficulty of task(s). Performs a wide variety of complex technical and support services involving data review and project coordination. Applies analysis and evaluation techniques to manual and automated processes. Develops recommendations for improvements and documentation needed to assist management decision-making. Advises managers in formulating requirements, evaluating alternatives and determining the implications of

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new or revised processes and systems. Accumulates and stores data from diverse sources and generates reports. Analyzes functional user needs, identifies omissions and errors in requirements, conducts feasibility studies, and recommends optimum approaches. May take the lead in project-level groups.

Education/Qualifications: 4 year degree in a related field. 4 years experience in program analysis and evaluation. Expertise in Microsoft applications such as Access, Excel, PowerPoint and Word.

SEARCHER I

Responsibilities: Performs detailed electrical, mechanical, computer or chemical technology-related literature searching in various online databases. Analyzes search requests to determine requirements and strategy, develops and modifies complex search strategies to conduct searches of electronic resources. Reviews and prepares search results for customer in specified formats. Uses independent judgment in selecting from a wide variety of electronic databases. Fluently uses search tools offered by a number of vendors as well as in house systems to develop complex search strategies and conduct the searches. Responds to requests requiring difficult and comprehensive searches for information through the use of primary and secondary sources, both current and retrospective, ephemeral materials, and/or information not readily available in published form. Identifies, examines, and evaluates major publications and tools in scientific and technical areas covered by the Electronic Information Center to which they are assigned. Acts as a back-up for reference staff in provision of reference assistance.

Education/Qualifications: 4 year degree (degree in a relevant technology field strongly preferred). Education requirement may be waived by demonstration of practical experience in the field. 2 years experience in electronic database searching.

- Expertise in complex searching scientific and technical literature on one or more major on-line commercial vendors (Dialog, STN, Questel, Lexis/Nexis) required.
- Expertise in searching for literature and resources on the Internet.
- Knowledge of scientific and technical information resources (may include business methods).
- Ability to communicate orally and in writing.

SEARCHER II

Responsibilities: Performs detailed electrical, mechanical, computer or chemical technology-related literature searching in various online databases. Analyzes search requests to determine requirements and strategy, develops and modifies complex search strategies to conduct searches of electronic resources. Reviews and prepares

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search results for customer in specified formats. Uses independent judgment in selecting from a wide variety of electronic databases. Fluently uses search tools offered by a number of vendors as well as in house systems to develop complex search strategies and conduct the searches. Responds to requests requiring difficult and comprehensive searches for information through the use of primary and secondary sources, both current and retrospective, ephemeral materials, and/or information not readily available in published form. Identifies, examines, and evaluates major publications and tools in scientific and technical areas covered by the Electronic Information Center to which they are assigned. Acts as a back-up for reference staff in provision of reference assistance. May assist with provision of orientations and training to USPTO employees on use of information center resources. May assist with special projects and with marketing efforts.

Education/Qualifications: 4 year degree (degree in a relevant technology field strongly preferred). Education requirement may be waived by demonstration of practical experience in the field. 4 years experience in electronic database searching.

- Expertise in complex searching of scientific and technical literature using one or more major on-line commercial vendors (Dialog, STN, Questel, Lexis/Nexis).
- Expert knowledge of scientific and technical literature, reference tools, and on-line systems.
- Experience in searching for scientific and technical literature in at least one technology area as identified in Task Order 1 – Electronic Information Center Support.
- Expertise in searching for literature and resources on the Internet.
- Knowledge of the U.S. patent system, examining procedures, foreign patent formats.
- Ability to communicate orally and in writing.

SEARCHER III

Responsibilities: Performs detailed electrical, mechanical, computer or chemical technology-related literature searching in various online databases. Analyzes search requests to determine requirements and strategy, develops and modifies complex search strategies to conduct searches of electronic resources. Reviews and prepares search results for customer in specified formats. Uses independent judgment in selecting from a wide variety of electronic databases. Fluently uses search tools offered by a number of vendors as well as in house systems to develop complex search strategies and conduct the searches. Responds to requests requiring difficult and comprehensive searches for information through the use of primary and secondary sources, both current and retrospective, ephemeral materials, and/or information not readily available in published form. Identifies, examines, and evaluates major publications and tools in scientific and technical areas covered by the Electronic Information Center to which they are assigned. The incumbent prepares

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and delivers oral and written presentations and training to patent examiners and special groups concerning the services of the information center and the use of information sources and search tools. Acts as a back-up for reference staff in provision of reference assistance. Assists with special projects. Trains new contract searcher hires on complexities of technology searching to meet USPTO needs for technology specific literature. May assist with creation and implementation of marketing and outreach strategies to promote the information center and its available resources.

Education/Qualifications: 4 year degree (degree in a relevant technology field strongly preferred). 6 years experience in electronic database searching.

- Expert in complex searching of scientific and technical literature using one or more major on-line commercial vendors (Dialog, STN, Questel, Lexis/Nexis).
- Expert knowledge of scientific and technical literature, reference tools, and on-line systems.
- Expert in searching for scientific and technical literature in at least one technology area and experience in searching one or more other technology areas as identified in Task Order 1 – Electronic Information Center Support.
- Expert in searching for literature and resources on the Internet.
- Knowledge of the U.S. patent system, examining procedures, and U.S. as well as foreign patent formats.
- Ability to communicate orally and in writing.

TECHNICAL INFORMATION SPECIALIST I

Responsibilities: The level of work expected is illustrated by the varying types of duties discussed below that a TIS 1 could perform.

- Performing simple online searching.
- Providing basic reference assistance based on general knowledge of scientific and technical literature, reference tools, and on-line cataloging systems such as Horizon. Verify bibliographic information for customers.
- Provide acquisition support, verifying bibliographic information and formats, placing orders using an internal database, providing support such as copy cataloging, and editing existing MARC records, verifying links of electronic resources, physical collection maintenance and checking in serials in various formats.
- Provide support in capturing non-patent literature for access from commercially hosted sites such as Dialog's Private Star.
- Provide interlibrary loan and reference fulfillment support by performing a quality check of completed work (correct document obtained for requester); and processing and forwarding documents via electronic means (e.g. email).

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- Provides scheduling of training classes and verifying available training locations. Schedules instructors for training sessions. Schedules staff for provide hotline support and schedules on-site support coverage for facilities or organizations.
 - Review Raw Sequence Listing reports for compliance with sequence rules and annotates errors to alert the applicant on how to correctly fix the error.
- Works under supervision and appraises supervisor or team leader about progress and unusual complications.

Education/Qualifications: High School degree or equivalent. 2 year Associate degree or relevant experience. Demonstrates ability to communicate both verbally and in writing. Demonstrates ability for accuracy. Demonstrates ability to use Microsoft Office Suite. Has general knowledge about library or information center operations.

SENIOR TECHNICAL WRITER

Responsibilities: Works independently under detailed project objectives and requirements. Collects technical data and information and develops, writes and edits customized reports, user guides, training materials, presentation materials, process flow charts, procedural data, and marketing materials. Observes activities, interviews personnel and reviews materials to become familiar with services and production methods. Organizes material and completes writing assignments according to standards regarding order, clarity, conciseness, style, and terminology. Provides materials in appropriate format for various means of dissemination (e.g. paper, electronic, and web). Reviews materials and recommends revisions or changes in scope, format, content and methods of dissemination. Edits, standardizes, or make changes to materials prepared by other personnel. May select photographs, drawings, sketches, diagrams, and charts to illustrate material.

Education/Qualifications:

- 4 year degree English, journalism, communications or in a relevant field.
- 5 years of related experience. Must have excellent command of the principles of English grammar and composition, plus a demonstrated expertise in the development of user-friendly technical documentation. Experience in maintaining and updating web site content. Good oral skills, excellent writing skills, and team skills are required. Experience and fluency in standard office software (Microsoft Excel, PowerPoint, and Word). Experience with using Dreamweaver.